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Our Ref: LC/SP

24th June 2024

Dear Parents/Carers,

We are excited to announce that we will be implementing a new software called SchoolGrid for the ordering and payment of your child's school meals, starting from 9th July 2024.

With SchoolGrid, you can easily order and pay for your child's meals with just a few clicks. To get started, SchoolGrid will be sending you a welcome email with instructions on how to activate your account and create your password. Please note that in order for your account to be created, we will be sharing your information with SchoolGrid. You can view SchoolGrid's Privacy Policy on the following link: https://app.schoolgrid.co.uk/termsofuse/Privacy-Policy.pdf.

You can order on a daily, weekly, monthly or even termly basis. The system will allow you to place as many orders in advance as you like, up to the point the menu has been opened for. You can also make a same day order up to 8:55am.

If you pay for your child's meals, then you have two options on SchoolGrid. You can top up your account by making a card payment or alternatively, you can set up a Direct Debit. To place an order, you need to ensure you have the relevant credit on your account or a Direct Debit set up. If you do not have these, you will be unable to order and receive a reminder message to make payment.

With Direct Debit, SchoolGrid collects the payment on a monthly basis. Your Direct Debit amount can vary depending on the amount of meals taken within the period so a statement will be sent to you two weeks prior to the collection, detailing the exact date and the amount to be collected, as well as all the meals included.

Please remember to cancel your order if your child will not be having the meal at lunchtime, otherwise you may still be charged. This also helps cut down on food wastage.

We hope that you find SchoolGrid easy to use and convenient for ordering and paying for your child's school meals. Should you have any questions or concerns, please do not hesitate to get in touch directly with SchoolGrid support, they can be contacted via email on support@schoolgrid.co.uk or by telephone on 01506 300310. There is also the following video available to highlight how the system will work: Parent Introduction

Empower Multi Academy Trust